

Clerical and Office Branch
Office Machine Operation Group
Communication Dispatch Series

COMMUNICATION DISPATCHER I

10/95(TLW)

Summary

Under general supervision, on assigned shift, receives and responds to radio transmission from field personnel and telephone calls from the general public.

Typical Duties

Receives and respond to radio requests from field units to provide time checks, address verifications and procedures for handling a situation or problem. Involves: relaying information to supervisors from maintenance section concerning mechanical malfunctions, scheduling problems, water main or sewage line breaks, and unique problems encountered by field units; dispatching radio calls to field personnel and notifying them of complaints and assignments; coordinating activities of work crews.

Receive and respond to telephone calls from the general public. Involves: answering questions relating to departmental rules, regulations, policies and procedures; transferring callers to designated person within department.

Prepare reports and maintain records as required. Involves: compiling inspection and dispatch activity information; preparing customer complaint forms pertaining to information received over the phone and forwarding to the appropriate person; logging fuel consumption, vandalism, property damage, and repairs; gathering data for the preparation of reports by others.

Perform related work as required. Involves: operating office equipment such as typewriter, electronic calculator, work processing, and personal computers or terminals; typing, filing and performing other clerical work as assigned; engaging security system, if assigned.

Minimum Qualifications

Training and Experience: Graduation from high school or G.E.D. and two years of general office experience; or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Some knowledge of: city streets, intersections and geographical layouts; general office practices, such as telephone procedures and filing; basic word processing and prescribed spreadsheet applications.

Ability to: express oneself in a clear and effective manner; respond to the public's questions courteously; follow rules and regulations; follow oral and written instructions; memorize a series of procedural steps; tactfully and courteously respond to questions from the public; perform basic arithmetic computations; work under pressure; maintain an accurate log of activities; establish and maintain effective working relationships with fellow employees and the general public.

Skill in use and care of audio and voice communication equipment, and common office equipment such as typewriters and calculators, word processing, and personal computers or terminals.

Special Requirements: Work various shifts and weekends.

Physical Requirements: Confinement to a restricted area; sitting for long periods of time; continuous use of audio and voice communication equipment.

Director of Personnel

Department Head